



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF TRANSPORTATION AND COMMUNICATIONS
NATIONAL TELECOMMUNICATIONS COMMISSION
BIR Road, East Triangle, Diliman, Quezon City

29 April 2001

OFFICE ORDER
NO. 27-04-2002

In the interest of public service, Office Order No. 10-3-2001 dated 23 March 2001 which provides for the creation of OSPAC is hereby amended in order to streamline and facilitate the resolution and disposition of all complaints filed before it affecting the services of the Commission and define the scope and extent of its duties and responsibilities vis-à-vis other units of NTC involved therein as indicated hereunder:

I. The OSPAC shall have the following functions:

- a) Receives/accepts complaints of any kind from the public affecting the services of the Commission;
- b) Determines the nature of the complaints and act and/or forward the same in accordance with the system and procedures stated hereof;
- c) Apprises the complainant or any person seeking OSPAC assistance of the status/action taken on the complaints filed;
- d) Provides assistance to the public relating to cell phone blocking or give information relative thereto;
- e) Coordinates and consults with NTC Regional OSPAC Offices, DOTC and DTI and other agencies of the government involved in Consumer Welfare Protection to facilitate the required action on a particular matter at hand and for mutual assistance;
- f) Performs such other duties and functions that the Commission may authorize from time to time.

II. Scope of Work and the Process Involved

- a) For complaints with regard to harassment, prank calls, illegal text messaging, Lost/Stolen Cell Phone of Post or Pre-Paid Subscribers, who wish to block the IMEI of GSM handsets by the operators to whom the lost/stolen units are connected, the same shall be resolved and or acted upon by the OSPAC and the process involved in the disposition thereof shall be in accordance with the various MOAs made and entered into by and between the NTC and the Carriers/PNP and other signatories thereof;

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- b) For complaints regarding Billings, e.g., disputed call charges; Poor Service, e.g., Delayed Telephone Connection; Disconnection; Reduced Prepaid Card; and other complaints of similar nature, the same shall be forwarded by OSPAC to the CCAD, for appropriate action, within five (5) working days from receipt by way of indorsement which shall be signed by the Chief, OSPAC;
- c) The CCAD shall forward the complaints to the concerned carrier which shall be required a period of ten (10) working days from receipt of the complaint to act on the same. Thereafter, without any action having been received from the carrier concerned, a final 15 day extended period will be given to the carrier concerned within which to act on the same, the order to be signed by the Commissioner. After the lapse of the extended period without reply/action from the carrier concerned, a copy of the complaint shall be forwarded to the Legal Department for appropriate legal action.
- d) Complaints regarding defective unit where the dealer is accredited by NTC, shall be forwarded by OSPAC to ESD, for appropriate action, within the same period of working days abovementioned and in the same manner and process as herein provided;
- e) Complaints against cable operators for poor service, program content and other complaints of similar nature shall be forwarded by the OSPAC to BSD, for appropriate action, within the same period and in the same manner and process as herein provided;
- f) All complaints emanating from the Regional OSPAC Offices shall be resolved and acted upon within the same period as heretofore mentioned and in the same manner and process as herein provided for OSPAC of NTC Central Office;
- g) All units involved in the resolution and disposition of complaints shall provide/furnish OSPAC with copies of final resolution, ruling or decision thereon.

Having prescribed hereof the system and procedures with regard to complaints of any kind affecting the services of the Commission, the OSPAC and or other units of NTC involved in the resolution and disposition of the same, however, are not precluded to take any appropriate legal action that they may deem necessary to facilitate the NTC assistance thereof and in the interest of the service.

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All Department Heads, Regional Directors and Chiefs of Division/Units are enjoined to fully cooperate with the Center on matters affecting their respective units or whenever necessary to accomplish the purposes and objectives of the same.

Accordingly, this Order shall take effect immediately and the provisions of Office Order amended that are still consistent herewith are made an integral part hereof. All others issuances inconsistent herewith are superseded, revoked or otherwise repealed.


ELISEO M. RIO, JR.
Commissioner 

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